

MEMORANDUM FOR RECORD

ATTN: COL Virgil

SUBJECT: Results of Integrated Sustainment Maintenance (ISM) Business Process Manual (BPM) Inter-MACOM Work Group (IMWG) Conference

1. References:

- a. Tab A - Agenda
- b. Tab B - Closeout Brief
- c. Tab C - Attendees

2. PURPOSE: To update the ISM Business Process Manual, 15 March 1999 with changes approved during the period September 1997 through May 1999 (Reference TAB A).

3. SYNOPSIS OF ESSENTIAL INFORMATION

a. The conference opened with review of the approved and pending changes by the IMWG members. Chapters 1-8 were reviewed and approved for final publication. Remaining BPM Changes were reviewed and either closed or retained for future development under the National Maintenance Manager.

Action Required: NSMM is updating Chapter 1-3, 5-8 with approved edits and will be published NLT 6/30/99.

b. Chapter 4 "PP&C and Bidding Procedures" was reviewed in detail. The three-year rebid rule, Retention Waiver, and MTTR evaluation changes were incorporated. Parts pricing and charging rule will be incorporated. Appendix H "New Site Transition Procedures" was deleted with Appendix H paragraph d being incorporated in to Chapter 4 for new site procedures. HQ AMC will address new site transition procedures on a case by case basis.

Action Required: NSMM is updating Chapter 4 with approved edits and will staff with the MACOMs NLT 6/4/99.

c. Chapter 6 was updated requiring the IMMCs to identify up-front if OCONUS repair is being considered. Appendix M "Item Manager IFB Procedures" was moved in to Chapter 6.

Action Required: TACOM is providing correct codes NLT 6/4/99.

d. Chapter 9 "Quality System" was reviewed in detail and requires edits and further staffing with the MACOMs prior to final publication.

Action Required: NSMM is updating Chapter 9 with approved edits and will staff with the MACOMs NLT 6/4/99.

e. IMWG agreed to publishing the BPM via e-mail and AMC ISM Homepage NLT 30 June 99. After the AMC MSCs provides equipment configuration standards, Special Packaging Instructions and any other pertinent business process information the NSMM will distribute the BPM on CD and AMC ISM Homepage NLT 31 Aug 99.

Action Required: NSMM will follow up with AMC MSCs.

4. Other Facts:

a. The RSMM/TSMM will implement these new business rules during the Aug/Sep 99 PP&Cs.

b. The AMC MSCs will participate in the West Region PP&C preparation in July 99.

c. A BPM Update will be provided to the ISM CB in Aug 99.

// SIGNED //
TIMOTHY C. BUCKLAW
BPM IMWG FACILITATOR

Encls. (3)

Distribution:
IMWG Attendees

Tab A – Agenda (see attached PPT File)

ISM BPM IMWG CONFERENCE AGENDA

<u>DAY</u>	<u>TIME</u>	<u>SUBJECT</u>	<u>LEAD</u>
Monday 24 May 1999	0800 - 2400	Arrival - (Early arrivals are welcome to stop be the NSMM office)	ALL
Tuesday 25 May 1999	0800 - 0815	Welcome	Mr. Youngman
	0815 - 0830	Admin Remarks	Mr. Bucklaw
	0830 - 0900	BPM Overview	Mr. Bucklaw
	0900 - 0915	Break (Set-up)	Mr. Bucklaw
	0915 - 1130	Chapter 1, 2 & 3 <ul style="list-style-type: none"> ISM Definition MA Definition Contingency Operations Financial Metrics Training Reimbursement IMPAC Card 	Mr. Bucklaw Mr. Watters All
	1130 - 1230	Lunch	All
	1230 - 1700	Chapter 4 & 5 <ul style="list-style-type: none"> MTTR Parts Pricing & Charging Repair Specification Retention Waiver Instructions Serial Number 	Mr. Bucklaw All
Wednesday 26 May 1999	0800 - 0815	Day 1 Review	Mr. Bucklaw
	0815 - 1130	Chapter 6 <ul style="list-style-type: none"> National Work Procedures 	Ms. Lawson All
	1130 - 1230	Lunch	All
	1230 - 1700	Chapters 6, 7, 8 <ul style="list-style-type: none"> National Work Procedures ISM Automation System GS Maintenance Training (Update) 	Ms. Lawson Mr. Bucklaw All
Thursday 27 May 1999	0800 - 0815	Day 2 Review	Mr. Bucklaw
	0815 - 1130	Chapter 9 <ul style="list-style-type: none"> Quality System QDR Process ROD Process 	Mr. Goodman All
	1130 - 1230	Lunch	All
	1230 - 1500	Chapter 9 & Appendices <ul style="list-style-type: none"> Warranty (Terms/Process) Appendices B thru C Review Appendix D 	Mr. Goodman All
	1500 - 1700	Open Issues <ul style="list-style-type: none"> RSMMs/TSMMs AMC MSCs MACOMs 	MACOMs, MSCs, RSMMs & TSMMs
Friday 28 May 1999	0800 - 0930	Out-Briefing	Mr. Bucklaw
	0930 - 1000	Closing Remarks	Mr. Youngman
		Depart	

Tab B – Closeout Brief (See attached PPT Brief)

TITLE/LEAD	STATUS	REMARKS
Depot Business Rule Lead: NSMM	CLOSED: AMC MSCs have provided a depot POC in Feb 99.	TYAD & LEAD Participate in both Regional and National Work, remaining depots compete for National Work.
Logistics Center of Excellence (LCOE) Lead: HQ AMC/NSMM	CLOSED:	NBO/NMM have the lead and are working the business rules with AMCOM.
Automated SOW Lead: TACOM/NSMM	OPEN: Remains open until written procedures are provided.	Automated IFBs, SOW, Drawings received at the NSMM from TACOM/ACALA are transmitted to RSMMs, TSMMs and Depots via e-mail.
CONUS COE Cross-Leveling: also referred to as National COE Repair Program or TSMM's leveraging the CONUS base. Lead: NSMM	CLOSED: Business rule exists in Chapter 4 & 5.	AMSAA and NSMM completed data analysis identifying potential candidates.
TSMM Theater Operations Lead: TSMM/NSMM	OPEN: TSMM offices are staffed with AMC personnel. Once onboard, unique procedures will be published.	Europe: Has completed a POP to identify ISM process in a deployed theater. Korea and Pacific are still going through the implementation phase.
Documentation Accompany Repaired Items Lead: W/RSMM	CLOSED: Change incorporated in Chapter 9.	Preprinted QDR was eliminated. Documents standardized for regional/national repairs.
Chapter 9 Quality Assurance Lead: NSMM QAT	OPEN: NSMM is editing and will staff NLT 6/4/99 with suspense 6//14/99.	Consolidating all QA procedures in to a single chapter. To include W/RSMM QDR procedure.
Use of Government Credit Card: Lead: DALO-RM	CLOSED: 17 Feb 99	Disapproved by DA DCSLOG RM – DFAS-Indiana
Chapter 8 GSMU Training Lead: DALO-SMP, NSMM, CASCOM, NGB and USARC	OPEN: Chapter 8 is being updated by the NSMM, NGB (NMTC), TACOM, USARC, and CASCOM to reflect recent guidance from HQ DA DCSLOG. Working closely with the MACOMs to complete the rewrite.	Received DA DCSLOG MOA for Camp Dodge to proceed with program. Have completed reimbursement business rule, and NMTC current and 2 year projection IPR with TACOM.
Class VII Repairs Lead: NGB	OPEN: Change addresses NGB policy of repairing COE Class IX NSNs under auspices of Class VII maintenance.	NGB contacted on 16 Feb 99 for status. No reply to date. Mr. Oberg, NGB asked to provide status.
Equipment Configuration Lead: AMC MSCs, NSMM and W/RSMM	OPEN: TACOM is reviewing the CD and expect to complete its review in the next 60 days.	W/RSMM developed a CD for Regional COE lines and sent it to the MSCs for validation.

TITLE/LEAD	STATUS	REMARKS
Adding COE NSNs to RX Lead: FORSCOM, NSMM	OPEN: HQ DA Memorandum of Instruction covered the business rule and was incorporated in Chapter 5.	Received waiver from DA DCSLOG 12 Jan 99, remains waiting for RX list from regions.
AWR Support: Lead: NSMM, AWR	CLOSED:	Automation Requirement Identified Funding Priority Issue within AWR
ROD Procedure (APX K) Lead: W/RSMM	CLOSED:	Change is being prepared for staffing with Chapter 9.
Reimbursement/Bid Process Lead: AMCRM, ASA-FM, ABO, E/RSMM, NSMM	CLOSED:	First Proposal Disapproved by ABO, resubmitted 12 Jan 99, followed up 17 Feb 99.
Two Year Rebid Rule Lead: W/RSMM, TACOM, NSMM	CLOSED: Incorporated in Chapter 4.	Change regional work time to 3 years in Aug 99.
ISM DA PAM Lead: HQ DA, NSMM, MACOMs	CLOSED:	NBO/NMM Issue
Cost Avoidance/Savings Lead: HQ AMC, MPRI, Calibre, CEAC, NSMM	CLOSED: Incorporated in Chapter 3	ISM CB task: Purpose - clarification of business rule. Incorporating in next BPM
MTTR Penalty Lead: NGB	CLOSED: New MTTR is for COE lines only.	New COE lines will not consider MTTR. Non-COE MTTR will be addressed in a separate change.
Serial Number Tracking Lead: NSMM, W/RSMM, HQ AMC	CLOSED: Procedures for SAMS-I/TDA were incorporated in Chapter 5.	Interim Changes Being Proposed. USAREUR will provide Theater process. Big Army fix being addressed by AMC.
National Work Procedures Lead: NSMM, AMC MSCs, RSMMs and TSMMs	OPEN: Charlene Lawson is working changes for Chapter 6, to include automated IFBs, SOWs, and Drawings.	Item manager process and clarification of existing business rules, i.e, MRO process, Updating Bid Submission Form.

TAB C – Attendees

<u>Name</u>	<u>Organization</u>	<u>E-mail</u>
Anthoni, Robert	HQ, CECOM, AMSEL-LC-LEO-S-SL	anthoni@mail1.monmouth.army.mil
Bickle, Vickie	West RSMM, Bldg 3950, 2nd Floor	vbickle@hood-rsmemis.army.mil
Bucklaw, Timothy	HQ, IOC, AMSIO-NSMM	bucklawt@ioc.army.mil
Cady, Jerome (Jay)	NGB/Calibre	cadyj@ngb-arng.ngb.army.mil
Calhoun, James	DOL Maintenance	calhounj@polk-emh2.army.mil
Etzel, Stephen L.	HQ, IOC, AMSIO-NSMM	etzels@ioc.army.mil
Kilpatrick, Jim	West RSMM/ INNOLOG	jkilpatrick@hood-rsemis.army.mil
Lawson, Charlene	HQ, IOC, AMSIO-NSMM	lawsonc@ioc.army.mil
Lepak, Ed	USARC, DCSLOG, ATTN: AFRC-LGM	lepakedw@usarc-emh2.army.mil
Lewis, Robert	Area 4, LSMM Cell, 144 Military Drive	lewisl@ms-ngb.arng.army.mil
McCullough, Randolph	TACOM-ACALA, ATTN: AMSTA-AC-NCPR	mcculloughr@ria.army.mil
Oberg, Harry	NGB, ATTN: NGB-ARL-S	obergh@ngb-arng.ngb.army.mil
Pine, William	East RSMM/Innolog, Bldg 2-2409	bpine@rsm-emis.bragg.army.mil
Rienstra, Michelle	HQ, TRADOC, Bldg 5A, Rm A204	macom@emis.monroe.army.mil
Smith, Jan	CASCOM, DCD-OD, ATCL-O, Suite 250	smithj1@lee.army.mil
Thomas, Ed	TACOM-Warren	thomasch@tacom.army.mil
Toner, James	USAREUR/TSMM, HQ, 21st TAACOM	tonerj@taacom.army.mil
Watters, Douglas	HQ, IOC, AMSIO-NSMM	wattersd@ioc.army.mil
Wesslund, Robert	NG, Area 7, LSMM, 1111 Military Rd.	wesslundr@ne-arng.ngb.army.mil
White, Jim	HQ, FORSCOM, DCSLOG, ATTN: AFLG-LSM	whiteja@forscom.army.mil
Winchester, Gale	6th Spt Ctr, Unit 15016, Box 967	winchesterg@usfk.korea.army.mil